State Health Benefit Plan
2020 Train-the-Trainer
Open Enrollment Presentation for Plan Year 2021

Presentation to: **SHBP Employing Entities**

Presented by: **SHBP Eligibility & Benefits Administration Unit**

Date: **October 6, 2020**

Mission:

The mission of the Department of Community Health is to provide access to affordable, quality health care to Georgians through effective planning, purchasing, and oversight.

Purpose

This Train-the-Trainer Presentation is an Open Enrollment reference tool for Employers. The purpose of this Presentation is to:

- Provide Employers information on available reports produced during Open Enrollment so they can ensure eligible employees within their organization have an opportunity to enroll;

- Provide Employers the revised schedules for billing reports for the remainder of 2020 through the January 2021 billing cycle, and

- Assist Employing Entities with educating their eligible employees on the annual Open Enrollment period and benefits offered in Plan Year 2021.

Note: The Active Member Presentation and Decision Guide is the reference tool for Open Enrollment for Active Members and Eligible Employees and is available on the SHBP website at https://shbp.georgia.gov/enrollment/open-enrollment.

Agenda

I.   Electing SHBP Coverage

II.   Dependent Verification

III.   Open Enrollment Files

IV.   SHBP Plan Options

V.   SHBP Rates

I. Electing SHBP Coverage

In this section of the presentation, *Electing SHBP Coverage*, we will discuss the following:

- ❖ SHBP Enrollment Portal – mySHBPga.adp.com
- ❖ SHBP Member Services – 800.610.1863
- ❖ SHBP Member Services – SHBPservicecenter@adp.com
- ❖ Your Employees' Responsibilities
- ❖ Your Retiring Employees' Responsibilities
- ❖ What Happens If Your Employees Do Nothing?

SHBP Enrollment Portal – mySHBPga.adp.com */**

Enrollment Portal Login

The 2021 Open Enrollment period begins *October 19, 2020* and ends *November 6, 2020.*

- Your employees may make their health election at www.mySHBPga.adp.com.

- Providing your employees' the correct website is critical. Employees who make their elections through a non-SHBP ADP website or other third-party website will remain in the same elected Plan Options/Tiers in 2021 that they chose for Plan Year 2020. *Note this situation has previously occurred.*

- Your employees' may also visit the SHBP website and select the "Log in or Enroll" icon (or visit the Enrollment tab) that takes them directly to the SHBP Enrollment Portal: https://shbp.georgia.gov/.

- Please remind your Employees that they cannot elect coverage with their mobile devices (e.g., smartphones, iPads, etc.).

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**The latest version of Adobe Flash must be on each user's computer. Adobe Flash will no longer be available beginning January 1, 2021 and more information will be provided to Employers in December.

SHBP Enrollment Portal – mySHBPga.adp.com */** (continued)

- **Online Election via Enrollment Portal**
  - Enrollment Portal <u>opens at 12:00 a.m.</u> ET on October 19, 2020.
  - Enrollment Portal <u>closes at 11:59 p.m.</u> ET on November 6, 2020.

- **Last Confirmed Election is effective for 2021 Plan Year**
  - Your employees may make their election online as many times as they choose within the dates/time periods above. However, the employees' last confirmed election at the time the annual Open Enrollment period closes will be their election for the 2021 Plan Year.

- **Your employees should print and keep a copy of their confirmation page which will contain a confirmation number.**
  - If employees do not receive a confirmation number documenting the new election, for SHBP purposes no election change was made by the employee.

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Passwords are Frustration #1 for members!

– My password doesn't work.

– It's the last day of Open Enrollment and I can't reach anyone at the call center to help me change my password.

– It's the last day of Open Enrollment and the call center is closed and I'm locked out of the Enrollment Portal.

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SHBP Enrollment Portal – mySHBPga.adp.com */** (continued)

Reminder Messaging to Update Passwords went live in the SHBP Member Services IVR on September 29, 2020. Therefore, anyone who contacts SHBP Member Services prior to Open Enrollment will hear the below message:

Your 2020 Open Enrollment and Retiree Option Change Period for Plan Year 2021 is right around the corner. This year, the Open Enrollment and Retiree Option Change Period will be October 19th through November 6th. We strongly encourage you to visit the SHBP Enrollment Portal at www.MYSHBPGA.ADP.COM prior to October 19th to ensure your username and password allows you to access the Portal. If you have forgotten your username or password or if you have not logged into the Portal within the last 12 months, please select the Forgot User ID or Forgot Your Password link at www.MYSHBPGA.ADP.COM. Thank you.

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SHBP Enrollment Portal – mySHBPga.adp.com */** (continued)

- **Employees passwords expire after 45 days**
  - Therefore, if it has been over 45 days since an employee logged in, he/she will be prompted to create a New Password (which will also expire after 45 days).

- **What can Employers do to help?**
  - Encourage your employees to login now (or anytime before Open Enrollment) to ensure their password is active through the last day of Open Enrollment, i.e., November 6, 2020.

The SHBP Enrollment Portal requires Adobe Flash Player 13, 14, or 15. If you are unsure of whether you have the proper version of Adobe Flash Player, please click this link and select "Check if Flash Player is installed on my computer". If the proper version of Adobe Flash Player is not installed on your computer, please follow the next steps provided in the link to download and install it on your computer.

If you require assistance, please contact SHBP Member Services at SHBPservicecenter@adp.com or 800-610-1863. Thank you.

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MAKING CHOICES *that benefit* you

powered by ADP

Welcome to the SHBP Enrollment Portal
Don't have a Username and Password? Register Here
Username:
Password:
LOGIN >
Forgot Your Username or Password?

If you are unable to access your account, please contact SHBP Member Services via email at SHBPservicecenter@adp.com or by phone at 800-610-1863. Representatives are available throughout the year via phone Mon - Fri 8:30 AM - 5:00 PM. Email responses will be sent within 1-2 business days.

Operating system requirements: Microsoft Edge 25/Windows 10; IE 11/Windows 7, Vista; FireFox 18.0/Windows 7; FireFox 17.0/Windows 7, XP SP3; Chrome 33/Windows 7; Safari 6/Mac OSX 10.5.

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SHBP Enrollment Portal – mySHBPga.adp.com *** (continued)

- **For Employees Who Have Not Logged into the SHBP Enrollment Portal within the 12 months:**
  - Employees should log into the SHBP Enrollment Portal to set up their New Password at: www.mySHBPga.adp.com;
  - Once the employee logs in using their current Password, they should be able to access their current benefits;
  - However, if it has been over 12 months since the last time the employee logged in, he/she will need to select the Forgot Password or User ID link.
- **For Employees Who Do Not Know Their Username and/or Password to Log into the SHBP Enrollment Portal:**
  - Employees should visit the SHBP Enrollment Portal at: www.mySHBPga.adp.com;
  - Then employees should select the **Forgot Username or Password?** from the Login Page and follow the prompts.

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SHBP Enrollment Portal – mySHBPga.adp.com */** (continued)

- **For Employees Who Have Never Used the SHBP Enrollment Portal (i.e., Registering for the First Time):**

  - Employees should review the Active Member Decision Guide, "Making Your Health Benefit Election for 2021" section for detailed registration information at: https://shbp.georgia.gov/enrollment/open-enrollment.

  - Employees may also view enrollment instructions on the SHBP website: https://shbp.georgia.gov/enrollment-portal.

  - SHBP's registration code is: **SHBP-GA**
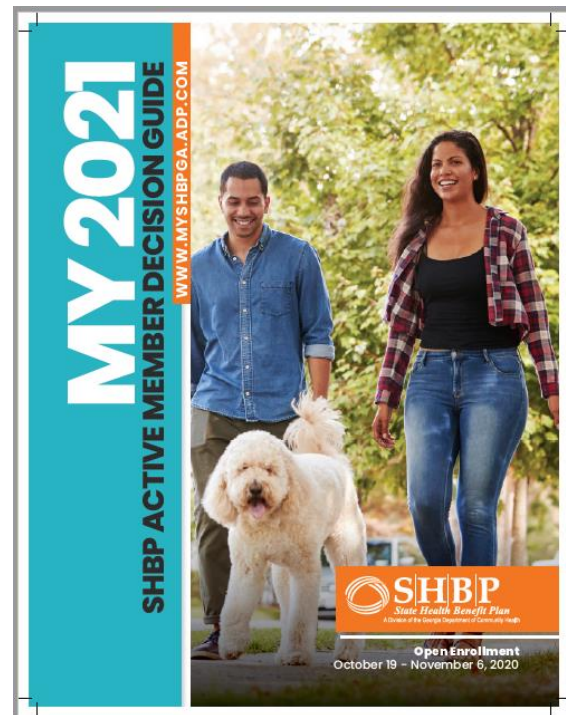
*Please remind your Employees that they cannot elect coverage with their mobile devices (e.g., smartphones, iPads, etc.).
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SHBP Member Services – 800.610.1863

SHBP Member Services has New Extended Hours for Open Enrollment

- Monday thru Friday, 8:30 a.m. to 7:30 p.m. ET during Open Enrollment (normally 8:30 a.m. to 5:00 p.m. ET).

Why Employees should skip Member Services

- mySHBPga.adp.com is available 24 hours a day, seven days a week.
- Employees can elect coverage at work, home, and anywhere convenient with a computer***.
- Avoid potential wait times.

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SHBP Member Services – SHBPservicecenter@adp.com

The SHBP Member Services Email System is available year-round to members (and eligible employees) who have registered in the SHBP Enrollment Portal.

Hours of Operation: emails accepted 24 hours a day 7 days a week. Responses are provided within 1 to 2 business days.

Important

- Employees <u>CANNOT</u> Email Their Elections: elections, life events, demographic updates (e.g., name, address, SSN) cannot be made via email.

- Employees <u>Can</u> Ask Questions about Open Enrollment: Open Enrollment questions can be asked via email, but elections cannot be requested via email.

- Response Emails: will only be provided to the email address on file for the member, or the email address specified by the member for communications. If a member has provided another email address for communications, other than the email address in the SHBP Enrollment Portal, no response will be sent to the email address in the SHBP Enrollment Portal.

Your Employees' Responsibilities

- **Employees should read and make sure they understand the information in the Active Member Decision Guide and Plan Documents** posted on the SHBP website https://shbp.georgia.gov/.

- **Employees should review the 2021 Rates and Plan Options** posted on the SHBP website https://shbp.georgia.gov/.

- **Employees should confirm that they answered the Tobacco Surcharge question appropriately.** If no election changes are made and the Employee previously answered yes, the Tobacco Surcharge will carry over to the 2021 Plan Year.

- **Employees should check their payroll deduction** to verify that the correct deduction amount has been made each month.

- **Employees should update any changes in their contact information** by notifying their HR Department.

- **Employees should know if they: 1) make an election effective in Plan Year 2020 as a New Hire (New Hire event) or 2) declare a Qualifying Event resulting in a new election effective in Plan Year 2020 during the Open Enrollment window, the New Hire or Qualifying Event election will override the Open Enrollment election for Plan Year 2021, unless:**
  - On the confirmation page after making the New Hire or Qualifying Event election, the employee follows the automated prompt in the SHBP Enrollment Portal and makes a subsequent change to their Open Enrollment election for Plan Year 2021 (even if they previously made their Open Enrollment election prior to the New Hire or Qualifying event).
  - **Note:** if an employee's hire date occurs after November 2, 2020, they will only receive an Open Enrollment Window. A New Hire Window will not appear.
- **Employees should submit their Dependent Verification documentation for newly added Dependents** upon receipt of their Dependent Verification Notification Letter and no later than 45 days after enrolling their Dependent in SHBP coverage. Employees should contact their HR Department to ensure SHBP has the correct address on file if they do not receive a letter.

Your Retiring Employees' Responsibilities

- **Employees *retiring on January 1, 2021* who are not currently enrolled in the SHBP cannot carry coverage as a SHBP retiree** (i.e., Employees must enroll during Open Enrollment the year prior to their retirement).

- **Employees who make a change during Open Enrollment but retire before the change can become effective on January 1**, will remain in their current elections, plan option/tier prior to Open Enrollment or waiver of coverage status, with covered or no covered dependents, as applicable.

- **Employees planning to retire must update their email address** in the SHBP Enrollment Portal from their former work email address to a personal or other email address so they can receive SHBP email notifications. Otherwise, email notifications will continue to be sent to their former work email address.

- **Employees planning to retire must update their physical address and phone number** so they can receive hard copy SHBP notifications. Otherwise, notifications will continue to be sent to an inaccurate address and we will be unable to contact via phone.

Your Retiring Employees' Responsibilities (continued)

- **Employees planning to retire should:**

  1. **Review the SHBP Planning to Retire Presentation** on our website at https://shbp.georgia.gov/planning-retire

  2. **Review SHBP Retiree Decision Guide** on our website at https://shbp.georgia.gov/retiree-option-change-period.

  3. **Determine the Subsidy policy they are subject to**, i.e., the Annuitant Basic Subsidy Policy or Annuitant Years of Service Subsidy Policy at https://shbp.georgia.gov/retiree-rates.

- **Resources for Retiring Employees:**

  – Retiree Rates (including Subsidy information): https://shbp.georgia.gov/retiree-rates.

  – Turning Age 65: https://shbp.georgia.gov/retirees-0/turning-age-65.

  – Medicare: https://shbp.georgia.gov/retirees-0/retirees-medicare.

What Happens If Your Employees Do Nothing?

- **Employees Currently Enrolled in SHBP**
  - Employees who do not make an election, either through the SHBP Enrollment Portal or by calling SHBP Member Services, will be defaulted to the same plan option previously selected for 2020. If an employee covered by the Kaiser Regional HMO Plan Option either no longer lives or works in the 27-county Metro Service Area on or after January 1, 2021, that employee's coverage will default to the Anthem HRA Bronze Plan Option.
  - Employees who do not make an election and are currently paying the Tobacco Surcharge will be defaulted to the same plan option previously selected for 2020 and the Tobacco Surcharge they are paying in 2020 will continue to apply in 2021.
  - Employees who do not make an election and are currently enrolled in the TRICARE Supplement in 2020, will be enrolled in the TRICARE Supplement in 2021.
- **Employees Not Currently Enrolled in SHBP**
  - Employees not currently enrolled in SHBP in 2020 will be defaulted to no coverage in 2021.

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II. Dependent Verification

In this section of the presentation, *Dependent Verification*, we will discuss the following:

❖ Dependent Verification Process
❖ Pended Events
❖ Non-Pended Events
❖ Pending Dependent Report

Dependent Verification Process

- **Pending Status:** Dependents are Not Added to coverage until the Member provides verification of their Dependent's eligibility. Dependents awaiting approval are placed in a PENDING status.

- **Premium Billing:** SHBP Does Not bill Employers for Dependents until the verification documentation has been received and approved. Therefore, Employers should not bill Active Members for a Plan Option and/or Tier change until it is adjusted on their Premium Billing Report (BRP). Dependents will appear on the next Premium Billing Report (BRP) after their effective date.

- **Approvals:** If Dependent's verification documentation is approved, they will be added to Member's coverage in the SHBP Enrollment Portal and Third-Party Administrators* system as of the effective date, in accordance with SHBP Rules and Regulations.

- **Failures:** If Dependent fails the verification process, the Employer's bill is not impacted.

*Note: Files are transmitted to Third Party Administrators twice a week.

Dependent Verification Process (continued)

Pended Events

Below is a list of all Events that Pend in the SHBP Enrollment Portal until the Active Member or eligible employee provides documentation that meets SHBP's list of approved verification documents or until the deadline to provide the documentation has passed, whichever occurs first. This means the Plan Option and/or Tier <u>will not change</u> in the SHBP Enrollment Portal or in the Third Party Administrators medical system.

1. Marriage
2. Divorce
3. Gain Guardianship
4. Lose Guardianship
5. Gain Coverage Elsewhere Due to Dependent's Employment or Employer's Open Enrollment
6. Lose Group Coverage Elsewhere
7. Dependent(s) Gain Medicaid
8. Dependent(s) Loses PeachCare or Medicaid
9. Change My Tobacco User Status
10. Open Enrollment / Retiree Option Change Period

Dependent Verification Process (continued)

Non-Pended Events

Below is a list of all Events that Do Not Pend in the SHBP Enrollment Portal, meaning coverage is added immediately prior to the Active Member or eligible employee providing verification documentation. This means the Plan Option and/or Tier will change in the SHBP Enrollment Portal and the change will be transmitted via file to SHBP TPAs.

- Birth
- Adoption
- Death of Dependent

If the Member fails to subsequently provide the required verification documentation, a retroactive change to the Plan Option and/or Tier, if applicable, will appear on the:

- Employer's Proof Bill next business day, and
- Employer's Premium Billing Report (BRP) in 1 to 2 billing cycles.

Pending Dependent Report

The Pending Dependent Report's name is a *misnomer* but is very helpful in determining the status of your Employees recently declared Qualifying Events.

- **Report Includes:** 1) SHBP Members and eligible employees requesting to enroll or disenroll from Coverage, and 2) SHBP Members with pending dependent(s) to be added or removed from Coverage due to a Qualifying Event.

- **Naming Convention:** Reports will be named SHBP_(Payroll Location Number)_(YYYY)_Pending_Dependents_(MMDDYYYY)_(Seq#).csv

- **Data Cutoff:** This report is produced weekly and posted to Employers' Payroll Location(s) in the State Health Repository Tool (SHRT) each Monday. The report contains data up to the end of the day on Sunday.

Pending Dependent Report (continued)

Employee Data will fall off the report when one of the following occurs prior to the cutoff:

- The employee has successfully provided the correct verification documentation for their dependent(s); has been approved by the DVS unit; **and** coverage has been updated in the SHBP Enrollment Portal.

- The employee has failed to provide the correct verification documentation for their dependent(s) within the time period allowed.

- The employee's dependent(s) failed the audit.

Employee Data will remain on subsequent reports if one of the following applies prior to cutoff:

- The employee has successfully provided the correct verification documentation for their dependent(s); has been approved by the DVS unit, **but** their coverage has not yet been updated in the SHBP Enrollment Portal. This can take 2-3 business days after an Audit is complete.

- The employee has taken no action on the DVS Audit and it is still open.

Pending Dependent Report (continued)

- **Reconciliation:** Employers should review the report each week and reach out to their affected employees to encourage them to take action on the open DVS Audit.
  - If you do not have a report in your SHRT folder it means that you do not have any employees with outstanding pending dependents.
  - SHBP <u>will not</u> bill Employers for Pending Dependents until they are added to coverage.
  - Pending Dependents are not discrepancies so please do not submit them on your Discrepancy Report as no action will be taken.

Pending Dependent Report (continued)

Sample Pending Dependent Report

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	employee_id	employee	employee	email	pargroup	payroll_lo	event	pend_dep	pend_dep	pend_dep	relation		
2	B000W1234	Smith	Jane	Jane@gm:	Active	12345	New Enrollment	Smith	Jason	1	Spouse		
3	B000W1234	Smith	Jane	Jane@gm:	Active	12345	New Enrollment	Smith	Mason	2	Child		
4	B000W1234	Smith	Jane	Jane@gm:	Active	12345	New Enrollment	Smith	Jordan	3	Child		
5	B000W1234	Smith	Jane	Jane@gm:	Active	12345	New Enrollment	Smith	Jennifer	4	Step Child		
6	B039W1111	Craft	Donna	Donna@y	Active	12345	New Enrollment	Craft	Don	1	Spouse		
7	A222W3333	Howard	Melanie	Melanie@	Active	12345	Loses Group Cove	Howard	Marvin	1	Spouse		
8	A888W8080	Doe	Judy	Judy@yah	Active	12345	Gains Coverage El	Doe	Ethan	2	Child		
9	A888W8080	Doe	Judy	Judy@yah	Active	12345	Gains Coverage El	Doe	Elliot	3	Child		
10													
11													
12													
13													
14													

III. Open Enrollment Files

In this section of the presentation, *Open Enrollment Files*, we will discuss the following:

- ❖ Open Enrollment No Action Report (OE NO ACTION)
- ❖ Proof Bills
- ❖ Deduction Files
- ❖ Premium Billing

Open Enrollment File Process

- **October 20, 2020:** ADP will produce a report each day beginning October 20, 2020 titled 'OE NO ACTION'. This report will identify your location's employees who have not made an open enrollment election. Please use this report to follow-up your employees to remind them make their election by the last day of Open Enrollment, November 6, 2020.

- **Through November 13:** ADP will produce Daily Proof Bills (if applicable) & Deduction files that will reflect 2020 new hire and benefit status changes
    - No 2020 Proof Bills produced after 11/13
    - No 2020 Deduction Files produced after 11/13

- **November 13:** Employers will receive a FULL 2021 Deduction file that will reflect all deductions for your Employees for 2021 (even when $0)
    - Boards of Education and Non-SAO Employers: Full Deduction file(s) will be posted to SHRT.
    - State Agencies and Other Employing Entities Participating in SAO: Full Deduction file will be transmitted to SAO for processing.

Open Enrollment File Process (continued)

- **December 1, 2020 - February 28, 2021:** Employers will receive
    - CUMULATIVE Proof Bill Report: ALL 2020 Plan Year transactions processed after November 13, 2020. Since this is a cumulative report a new report will be posted each day - even if there weren't any additional 2020 Plan Year transactions processed the prior day. In addition, once a 2020 Plan Year transaction appears on the report, it will continue to appear daily until February 28, 2021.

    - DAILY Proof Bill Report: ALL 2021 Plan Year transactions processed after November 13, 2020. This will only contain daily transactions and will be posted each day, unless no transaction processed the prior day. Therefore, the Daily Report is not cumulative.

    - Deduction Files: containing 2021 Plan Year Deduction File updates.

- **No Later than January 7, 2021:** the January premium billing report will be posted to SHRT. Note this date is later than the typical posting date that occurs on the 28th of the prior month. **Please do not transfer funds or pay via check until the January 2021 Premium Billing Reports and Vouchers have been posted.**

Sample Full Deduction File: Boards of Education and Employers Not Participating in SAO

Deduction files have 655 characters on each Employee Data Line. The employee deduction amount can be found in Positions 412 - 417 of the file.

If you are unable to locate the deduction amount, please contact your IT department or IT vendor for assistance.

```
Y000000000000002021111520210101     B210011089 000000 000000 00000000000
Y000000000000002021111520210101     H110017256 000000 000000 00000000000
Y000000000000002021111520210101     B610013565 000000 000000 00000000000
Y000000000000002021111520210101     K140022271 000000 000000 00000000000
Y000000000000002021111520210101     K110014271 000000 000000 00000000000
Y000000000000002021111520210101     B610013565 000000 000000 00000000000
Y000000000000002021111520210101     B210011089 000000 000000 00000000000
Y000000000000002021111520210101     B296039454 000000 000000 00000000000
Y000000000000002021111520210101     K196048237 000000 000000 00000000000
Y000000000000002021111520210101     B610013565 000000 000000 00000000000
Y000000000000002021111520210101     K190036249 000000 000000 00000000000
Y000000000000002021111520210101     K194026259 000000 000000 00000000000
Y000000000000002021111520210101     B190041809 000000 000000 00000000000
Y000000000000002021111520210101     B394014346 000000 000000 00000000000
Y000000000000002021111520210101     B210011089 000000 000000 00000000000
Y000000000000002021111520210101     B694025090 000000 000000 00000000000
Y000000000000002021111520210101     B610013565 000000 000000 00000000000
Y000000000000002021111520210101     B390021591 000000 000000 00000000000
Y000000000000002021111520210101     K110014271 000000 000000 00000000000
Y000000000000002021111520210101     B696046389 000000 000000 00000000000
Y000000000000002021111520210101     K110014271 000000 000000 00000000000
Y000000000000002021111520210101     B310007245 000000 000000 00000000000
Y000000000000002021111520210101     B696046389 000000 000000 00000000000
Y000000000000002021111520210101     B310007245 000000 000000 00000000000
Y000000000000002021111520210101     B396028692 000000 000000 00000000000
Y000000000000002021111520210101     B196055650 000000 000000 00000000000
Y000000000000002021111520210101     K194026259 000000 000000 00000000000
Y000000000000002021111520210101     B310007245 000000 000000 00000000000
Y000000000000002021111520210101     B296039454 000000 000000 00000000000
```

Note: Full Deduction file will be transmitted to SAO for processing for State Agencies and Other Employing Entities Participating in SAO.

IV. SHBP Plan Options

In this section of the presentation, *SHBP Plan Options*, we will discuss the following:

- ❖ 2021 Plan Options
- ❖ Member Identification Cards

IV. SHBP Plan Options

Plan Options	Anthem Blue Cross & Blue Shield	UnitedHealthcare	Kaiser Permanente
Statewide Health Maintenance Organization (HMO)	✓	✓	
Health Reimbursement Arrangement (HRA)	✓		
High Deductible Health Plan (HDHP)		✓	
Regional Health Maintenance Organization (HMO)			✓

Plan Options and Designs will remain the same: No changes to copays, co-insurance, deductibles.

For more information on Plan Designs: please review the Active Member Decision Guide & Presentation on the SHBP website at https://shbp.georgia.gov/enrollment/open-enrollment.

Member Identification (ID) Cards

Anthem and UnitedHealthcare

- All SHBP Members enrolled in Anthem and UnitedHealthcare plan options will receive new Member ID cards before January 1st.

- Newly added Dependents pending Dependent Verification review and approval after November 12, 2020 will not receive new Member ID cards until after January 1, 2021.

Kaiser Permanente (KP)

- *New* Kaiser Permanente Members will receive new Member ID cards before January 1st

- Newly added Dependents pending Dependent Verification review and approval after November 12, 2020 will not receive new Member ID cards until after January 1,2021.

Due to mailing restrictions, Members may receive cards at different times.

V. SHBP Rates

In this section of the presentation, *SHBP Rates*, we will discuss the following:

❖ 2021 Active Member Rates

❖ 2021 Employer Contribution Rates

2021 SHBP Active Member Rates

The SHBP Active Member Rates for Plan Year 2021 are currently available on the SHBP Website at https://shbp.georgia.gov/active-rates.

Rates for the following groups for Plan Year 2021 are also available on the SHBP website at https://shbp.georgia.gov/member-rates.

- Retirees
- Boards of Education Board Members
- Contract Employer Groups, COBRA & State Extended Coverage (SEC)

The Resolutions approved by the Board of Community Health are posted at https://shbp.georgia.gov/resolutions.

2021 SHBP Employer Contribution

The Employer Contributions remain the same for Fiscal Year 2021 and are available on the SHBP website at https://shbp.georgia.gov/resolutions:

- Teachers: $945.00 per month for each enrolled employee
- Librarians: $843.00 per month for each enrolled employee
- Public School Employees: $945.00 per month for each enrolled employee
- State Agencies: 29.454% of total salaries

Employer Questions

- For assistance, please contact your dedicated Employer Services Specialists at 800.610.1863 and when prompted, select Option 3, Monday through Friday, 8:30 am to 5:00 pm ET.

- For escalated matters, please reference the SHBP Employer (X)change Escalation Process posted on the Employer Services section of the SHBP website: https://shbp.georgia.gov/xchange-escalation-process

Purpose:

Shaping the future of A Healthy Georgia by improving access and ensuring quality to strengthen the communities we serve.